Updating the 2020 Nissan Altima Infotainment Software

Available Update Methods

Nissan provides two official methods for updating the NissanConnect infotainment software on compatible vehicles: **over-the-air (OTA) via Wi-Fi** or **dealer-installed updates via USB**. For a 2020 Nissan Altima, the update path can vary depending on the car's equipment (Wi-Fi connectivity capability) and Nissan's release of updates for that model year. Below are the official steps and considerations for each method, as well as tools and requirements involved.

Over-the-Air Update via Wi-Fi (At Home)

If your 2020 Altima is equipped to receive OTA updates, you can update the infotainment system software at home by connecting the car to a secure Wi-Fi network. Nissan's official instructions for manual OTA updates are as follows[nissanusa.com](nissanusa.com):

1. **Connect to Wi-Fi:** Park within range of a **password-protected 2.4 GHz Wi-Fi** network (the system does **not** support 5 GHz) manuals.plus. Ensure the signal is strong and, for safety, do this in a well-ventilated area (you may need the engine on to avoid battery drain).

2. **Navigate to Update Menu:** On the NissanConnect screen, press the **Menu** button. Go to **Info** (Information) > **System Information** > **Software Update**nissanusa.com.

3. **Check for Updates:** Select **"Start Software Update"** (if prompted) and then **"Check for Updates."** The system will connect to Nissan's servers to see if a newer software version is available[nissanusa.com](nissanusa.com).

4. **Install the Update:** If an update is found, follow the on-screen instructions to download and install it[nissanusa.com](nissanusa.com). The download will occur while the vehicle is on. Once the download is complete, you will typically be prompted to turn the vehicle off to apply the update. Nissan's guide notes that you should turn the car off for at least ~20 minutes to let the new software install, and the update will finalize on the next restart[manuals.plus](manuals.plus).

5. **Completion:** After the vehicle is turned back on, a confirmation message should appear if the software updated successfully

manuals.plus. If the system instead reports "This software version is the latest version," then your infotainment is already up-to-date or no OTA update is available nissanusa.com.

Important: Only certain Nissan models/trims support automatic OTA updates. Nissan specifies that **"your vehicle software can also be updated through a secure Wi-Fi connection"** if equipped, but **"only 2.4 GHz Wi-Fi networks are able to be connected"** for these updates manuals.plus. In practice, **2019–2020 Altima models did not receive OTA firmware updates** – the head unit has a Wi-Fi update menu (used mainly for map updates or future use), but Nissan did not push infotainment firmware OTA to those model years. Instead, updates for the 2020 Altima's system software have been delivered via USB at service centers (see below). In other words, **connecting to Wi-Fi and checking for updates on a 2020 Altima will usually show "no updates available"** even if a newer firmware exists, because Nissan did not enable OTA firmware delivery for that year reddit.com static.nhtsa.gov. (By 2021, some Altima trims with built-in telematics could get "USB & OTA" updates, but 2019–2020 were USB-only according to Nissan's service documentation static.nhtsa.gov.)

Dealer or USB Update (Service Center)

For a 2020 Altima, the **official update method is via USB**, typically handled by a Nissan dealership or authorized service. Nissan issues Technical Service Bulletins (TSBs) for infotainment software updates, which instruct technicians to install new firmware using a USB flash drive loaded with the update file. Nissan's internal bulletin for 2019–2020 Altima shows the **"Update Method" as USB (not OTA)** for those model years static.nhtsa.gov. In practice, this means **you'll likely need to visit a dealership** to get the head unit software updated. The technician will verify the current software version and then use Nissan's CONSULT/ASIST diagnostic system to load the update onto a USB drive and apply it to the car's infotainment unit static.nhtsa.gov nissan-techinfo.com.

Can owners do the USB update at home? Nissan does not freely publish the infotainment firmware files on consumer websites, so you **cannot officially download the update yourself for free**. However, Nissan **does** offer a way for owners to obtain the update USB if they wish: via the Nissan TechInfo **Service Support** site. On that official site, Nissan lists the infotainment update TSBs and allows purchasing a pre-loaded **USB drive for $59.99 USD** that will be mailed to you nissan-techinfo.com. For example, TSBs NTB20-080 and NTB20-046 cover software updates for *2019–2020 Altima* (among other models), and Nissan's site identifies the corresponding update package (e.g. IVI002 or IVI003) available on USB nissan-techinfo.com. Once you have the official update USB, the update process

typically involves plugging it into the car's USB port and following on-screen prompts (the TSB will have specific instructions). Keep in mind that this is essentially the same procedure a dealer would perform.

Recommendation: If your 2020 Altima is under warranty or you're experiencing an infotainment issue addressed by an update (such as improved **Apple CarPlay/Android Auto stability in the v0910 software patch**), it's best to have a Nissan dealer perform the update. They can check your **VIN** to see if any update campaign or TSB applies. (Nissan sometimes ties infotainment updates to service campaigns – dealers use your VIN in Nissan's system to verify eligibility[static.nhtsa.gov](static.nhtsa.gov). If an update is part of a recall or campaign, it would be done for free.) If no official campaign exists, dealers may charge a labor fee for the update service if out of warranty. Alternatively, an advanced owner can purchase the official update USB and install it themselves, but ensure you closely follow Nissan's instructions to avoid interrupting the update.

Nissan Software Tools and Websites

To summarize the Nissan resources involved in infotainment updates:

- **In-Car NissanConnect System:** The infotainment unit itself has the **Software Update** menu (under Info > System Information) for OTA updates, and a **Wi-Fi settings** menu to connect to networks. This is where you check for updates or enable automatic updates. (Note: Also under System Information is a **Map Update** section – see next section – which is separate from the system software update[nissanusa.com](nissanusa.com).) Always use a secure, strong Wi-Fi network as the system will not update over an unsecured connection and only supports 2.4 GHz Wi-Fi manuals.plus.

- **Nissan Owners Portal / MyNISSAN:** Nissan's consumer-facing websites (like NissanUSA's NissanConnect support page) provide general instructions and FAQs about software updates. For example, Nissan's official site confirms that many models can receive software updates "over-the-air via your Nissan's built-in connectivity or at home via your own Wi-Fi"nissan.ca. These sites, however, do **not** host the actual firmware files for download – they serve as guides. Always refer to official Nissan sources for the proper update procedure; do not download files from unofficial sources as the system is sensitive to correct software versions.

- **Nissan TechInfo / Service Bulletins:** For detailed technical steps or to obtain update media, Nissan's TechInfo website is the official source. It hosts TSB documents (which outline update procedures and any conditions/requirements) and offers the **Infotainment Software**

Update USB purchase as mentioned. The TSBs often include information like required **VIN ranges, trim applicability, and prerequisites** (e.g. some updates must be done only after a certain campaign or only on vehicles with a particular navigation package). For instance, the bulletin may note if the vehicle has navigation or not, since the update software can differ (the 2020 Altima's update file might differ slightly if the car had a navigation-equipped unit versus the standard unit). Always make sure you have the correct update for your exact model and trim.

Navigation Map Updates vs. System Updates

It's important to distinguish **map data updates** from the **infotainment system software update**. A "full infotainment software" update refers to the firmware/operating software that controls the head unit (Bluetooth, NissanConnect interface, CarPlay/AA, etc.), whereas navigation map updates only refresh the GPS map and point-of-interest data. For a 2020 Altima:

- **Map Updates:** The 2020 Altima stores navigation maps in internal memory (no SD card is used for maps on newer Nissans). Map updates can be done at home via Nissan's **Map Update Tool** on a PC. You would download new map data to a USB stick using the tool, then plug it into the car to install the maps[wolfchasenissan.com](wolfchasenissan.com) wolfchasenissan.com. Alternatively, NissanConnect also allows updating maps over Wi-Fi: from the same System Information menu, you can select **"Map Update" > "Update by Wi-Fi"** and download map updates for specific regions while connected to the internet nissanusa.com. (Map updates often require a large download and may be a paid update in some cases or included for a limited time after purchase.) This is **separate** from the system firmware – updating your maps will not update the infotainment software itself.

- **Infotainment System Software:** As detailed above, this is updated via OTA or USB/dealer and affects the performance and features of the system (e.g. bug fixes, feature enhancements like improved smartphone integration). These updates are *not* obtained through the consumer map update tool; they come from Nissan's OTA service or TSB packages.

Known Requirements and Considerations

When updating the 2020 Altima's infotainment, keep in mind the following official requirements and tips:

- **Use of VIN:** If unsure about update availability, contact a Nissan dealer or check Nissan's owner website with your VIN. Nissan may

require a VIN lookup to confirm if your vehicle has an applicable update or recall. For example, a service campaign for a software update will be tied to specific VIN ranges[static.nhtsa.gov](static.nhtsa.gov). Always ensure any downloaded update (or dealer action) is meant for your exact model/trim to avoid compatibility issues.

- **Vehicle Trim and Features:** The presence of certain features can affect the update process. A 2020 Altima **without NissanConnect Services (telematics)** will only update via an external Wi-Fi network (if at all), whereas a trim **equipped with Nissan's built-in telematics/Wi-Fi hotspot** could theoretically download updates automatically when Nissan makes them available. Additionally, if your Altima has the **navigation package**, it might use a slightly different software file or update sequence than models without built-in nav – Nissan's TSB notes if an update is specific to vehicles "with Navigation" or "without Navigation." In all cases for 2020, the update delivery method remains USB (dealer or manual) despite the car having the menu for Wi-Fi updates[static.nhtsa.gov](static.nhtsa.gov).

- **Time and Power Requirements:** The update process, especially via USB at the dealership, usually takes some time (the TSB will outline the procedure steps). During an update, it's crucial **not to interrupt power**. If you are performing an OTA update at home, **keep the engine running or the vehicle in ACC mode as instructed** until the download is complete, and **do not turn off the ignition** unless prompted. When the system asks for the vehicle to be turned off to apply the update, wait the recommended amount of time before restarting[manuals.plus](manuals.plus). Interrupting an update (losing power or connectivity mid-update) can potentially corrupt the system.

- **Secure Connection:** Nissan explicitly requires a **secure, password-protected network** for any at-home Wi-Fi update. The system will refuse open networks for OTA updates[nissanusa.com](nissanusa.com). Ensure your home Wi-Fi is encrypted (WPA2, etc.) and that the signal remains stable during the download. If an update fails or is interrupted, you may need to retry or visit a dealer to recover, so it's best to follow all precautions.

- **Current Software Version:** You can check your Altima's current infotainment software version in the **System Information** menu (it will display a version number, e.g. something like **0810, 0910, etc.**). Nissan's TSBs for 2020 Altima indicate that early software versions like 080* were updated to 091* series to fix issues[reddit.com](reddit.com). If your version is already the latest (the dealer can tell you what the latest number is, or it might be listed on Nissan's bulletin), then no update is needed. If you are experiencing issues (Bluetooth drops, freezing,

Android Auto audio problems, etc.), it's a sign that an update might be beneficial if not already installed.

Official Resources for Reference

For further details or confirmation, see the following official Nissan sources:

- **Nissan USA – Over-the-Air Update Guide:** Nissan's official support page on OTA updates provides step-by-step instructions for connecting to Wi-Fi and initiating updatesnissanusa.com. It also lists applicable models and FAQs about the process. (Note that not all models/years actually received updates via this method, but the procedure is documented as a feature of NissanConnect.)

- **Nissan Technical Service Bulletins:** Nissan's infotainment update bulletins (e.g., NTB20-046 for 2019–2020 Altima) outline the update procedure and method. These documents show that the 2020 Altima's software update was delivered via USB drivestatic.nhtsa.gov. They also mention checking "Service Comm" (Nissan's campaign system) by VIN to see if an update campaign appliesstatic.nhtsa.gov. You can often find these bulletins through Nissan's TechInfo site or NHTSA's technical bulletin database.

- **Nissan TechInfo Service Support**: The TechInfo website's **Infotainment Updates** section allows owners or independent shops to purchase the official update USB if needednissan-techinfo.com. This is an official Nissan source (for example, it offers the "Infotainment Software Update File" for the Altima's head unit). While it involves a fee, it is a route to get the exact software Nissan uses, ensuring compatibilitynissan-techinfo.com.

- **Owner's Manual / NissanConnect Manual:** The owner's manual for your Altima may have a section on the NissanConnect system and its update functionality. For instance, newer NissanConnect manuals reiterate that OTA updates require a 2.4GHz Wi-Fi and describe how to initiate a manual updatemanuals.plus. It's always good to review the manual's instructions and warnings before attempting an update.

By following the above information, you can determine the best way to update your 2020 Nissan Altima's infotainment system. In summary: **yes, updates are available** for the Altima's full infotainment software, but for the 2020 model they typically require either a dealer visit (USB update) or a careful at-home procedure with the official files. While the car has the ability to connect to Wi-Fi and check for updates, Nissan's official channels for that model year relied on dealer servicing for any firmware upgrades static.nhtsa.gov. Always use official Nissan tools or services when updating

to avoid any issues, and confirm compatibility via your VIN or Nissan's support if in doubt.

Sources: Official Nissan Connect support page on OTA updates nissanusa.com, Nissan service bulletin data for 2019–2020 Altima (infotainment update via USB)[static.nhtsa.gov](static.nhtsa.gov), Nissan TechInfo service support site[nissan-techinfo.com](nissan-techinfo.com), and Nissan owner's manual guidance on Wi-Fi update requirements[manuals.plus](manuals.plus).